

**North Ayrshire Housing Register  
Performance report  
1st April 2016 to 31st March 2017**



**CUNNINGHAME**  
HOUSING ASSOCIATION

*More than just a landlord*



**North Ayrshire Council**  
Comhairle Siorrachd Àir a Tuath



## **NAHR Partnership Key Objectives**

### **North Ayrshire Housing Register**

- To ensure that people have fair and open access to available social housing in North Ayrshire
- To simplify access routes to social housing in North Ayrshire
- To contribute housing need analysis which supports the Local Housing Strategy and assists all social landlords operating in North Ayrshire plan for future housing development in the area

### **North Ayrshire Housing Allocation Policy**

- To give reasonable preference to applicants in the greatest housing need
- Make best use of available housing stock
- Maximise applicant choice
- Contribute to sustainable communities in North Ayrshire

We aim to deliver a high quality service to applicants on the North Ayrshire Housing Register (NAHR). A sound performance management framework helps us to show how well we are achieving our objectives. If you cannot see success, you cannot learn from it. Equally, if you cannot recognise failure you cannot correct it. It is important that we have a performance-monitoring framework in place to provide us with a methodology that: -

- ensures that applicants and potential applicants get the best possible service
- allows us to assess systematically whether we are meeting the standards and targets we have set
- ensures the most effective use of our resources
- ensures that off target performance is reviewed and corrective/improvement action taken as appropriate so that planned targets and objectives are achieved.

This report contains the performance figures from 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017

## To be updated

### 2016 to 2017 performance summary compared to the previous year

#### Performance

There are 4,880 applicants on the register, 4,782 applied during the year. An increase from last year's figures in terms of numbers on the register and numbers applying during the year.

The percentage of applications submitted on-line is 14%. Similar to last year's figure.

Application processing time (between 1 and 10 working days) across all partners continues to be excellent with 98.2% being the lowest percentage processing time for this category for all partners. Similar to last year's figures.

There were on average 1.9 offers per each void. Same as last year's figure.

#### Trends

Refusals: - 32.7% were refused because the applicant disliked the street or area, 40.3% because the applicant was no longer interested in housing or did not respond to the offer or did not want to move at that time and 27.0% was because of something to do with the property itself or the applicant disliked a feature of the property and 0.0% because of Welfare Reform Issues. The percentages are similar to last year.

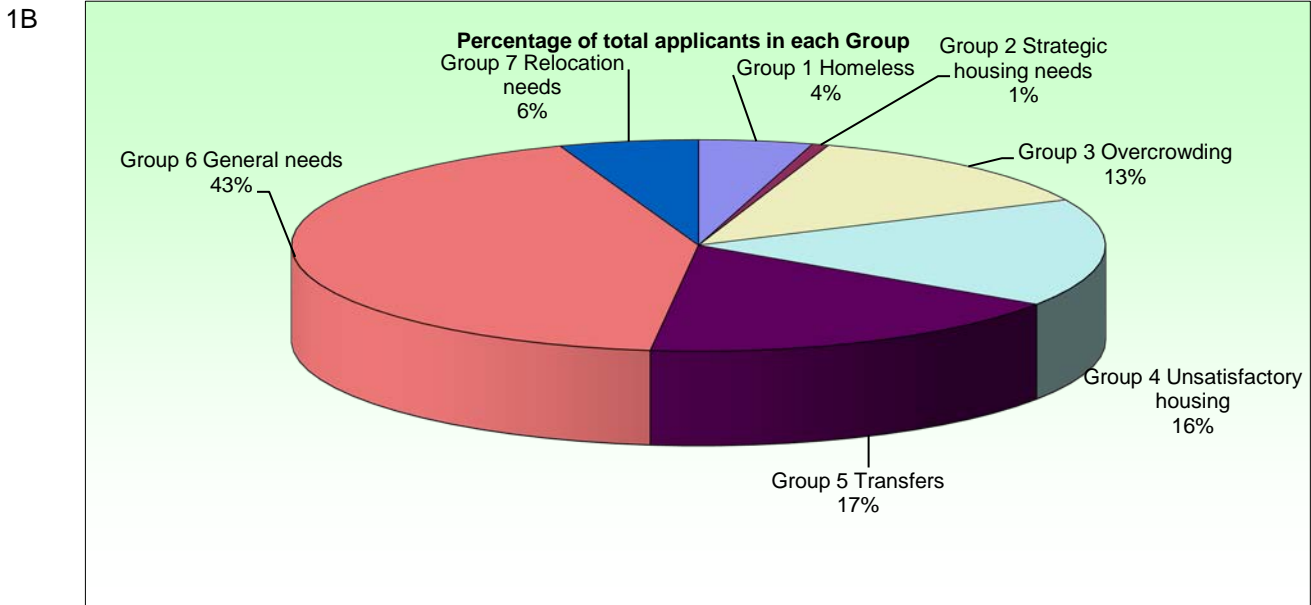
The average length of time an applicant waited to be housed between April 2016 and March 2017 was just under thirteen months. This is an improvement to last year.

The average length of time that applicants were suspended remained at 4.9 months. A slight increase on last year.

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  - [1D Percentage of total applicants who are CHA tenants](#)
  - [1E Percentage of total applicants who are IHA tenants](#)
  - [1F Percentage of total applications who are ANCHO tenants](#)
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  - [1I Number of applicants that have selected NAC, CHA, IHA, ANCHO](#)
- Section 2 [Application management](#)
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  - [7E Number of lets to NAC / CHA / IHA and ANCHO tenants as a % of each landlord lets](#)
  - [7F % of total lets to applicants who are transfer applicants](#)
- Section 8 [Nominations to non-core RSL's](#)
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## Section 1 Applications received

1A There were 4880 applicants on NAHR at 31st March 2017



1C,1D,  
1E, 1F

Landlord	No of transfer applicants by landlord	Percentage of register that are transfers
ANCHO	66	1.4
CHA	193	4.0
IHA	111	2.3
NAC	1000	20.5
<b>Grand Total</b>	<b>1370</b>	<b>28.1</b>

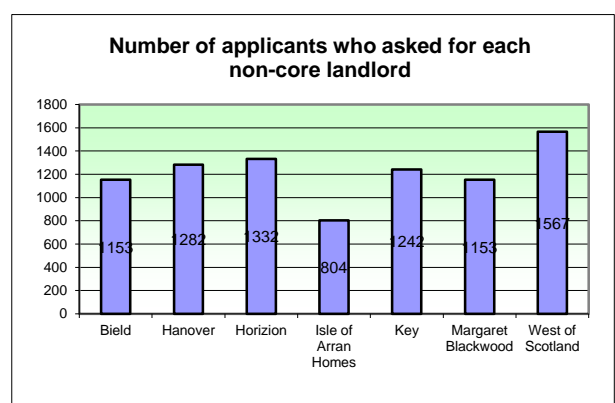
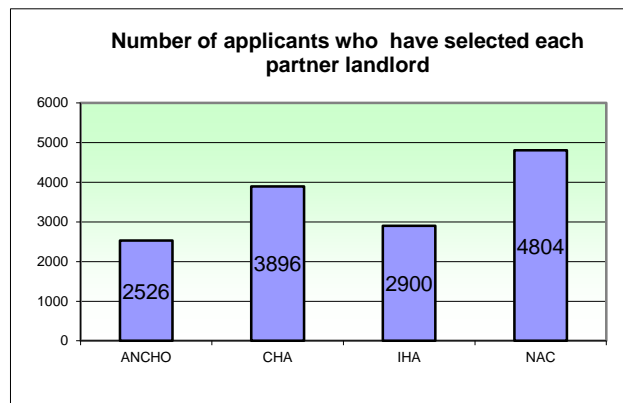
1G

Landlord	No of new applications received by landlord
ANCHO	275
CHA	416
IHA	378
NAC	2854
<b>Total</b>	<b>3923</b>

1H **On-line applications**

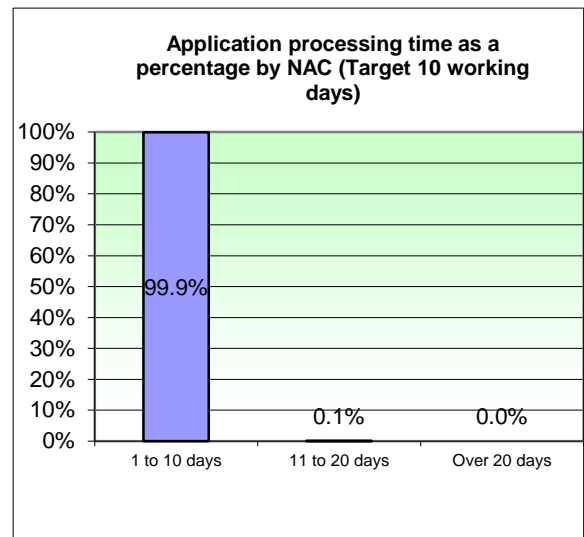
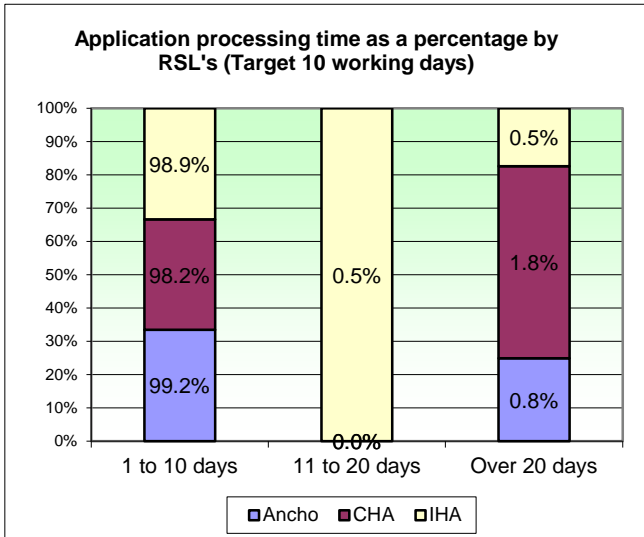
Number of online applications received in the year as a % of total applications	
282	14%

1I



## Section 2 Application Management

2A



2B Percentage of annual reviews completed  
A target of 90% has been set

Partner landlord	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average forYear
<b>ANCHO</b>	70.0%	71.7%	89.2%	100.0%	82.7%
<b>CHA</b>	98.6%	96.1%	100.0%	100.0%	98.7%
<b>IHA</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>NAC</b>	99.6%	98.9%	99.2%	100.0%	99.4%
<b>Average forYear</b>	92.04%	91.67%	97.10%	100.00%	95.2%

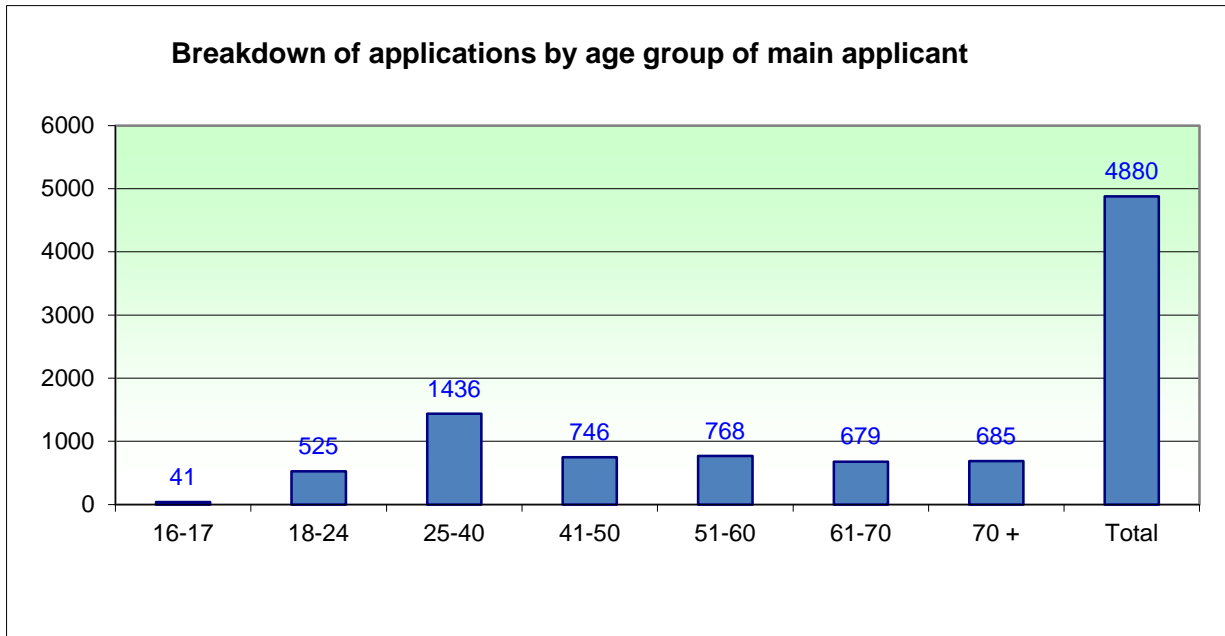
2C There was 2474 applications closed (withdrawn or deleted) this year

2D Number of failed application audits (10% of applications received)  
This is a combined total for all core partners  
The target is 90%

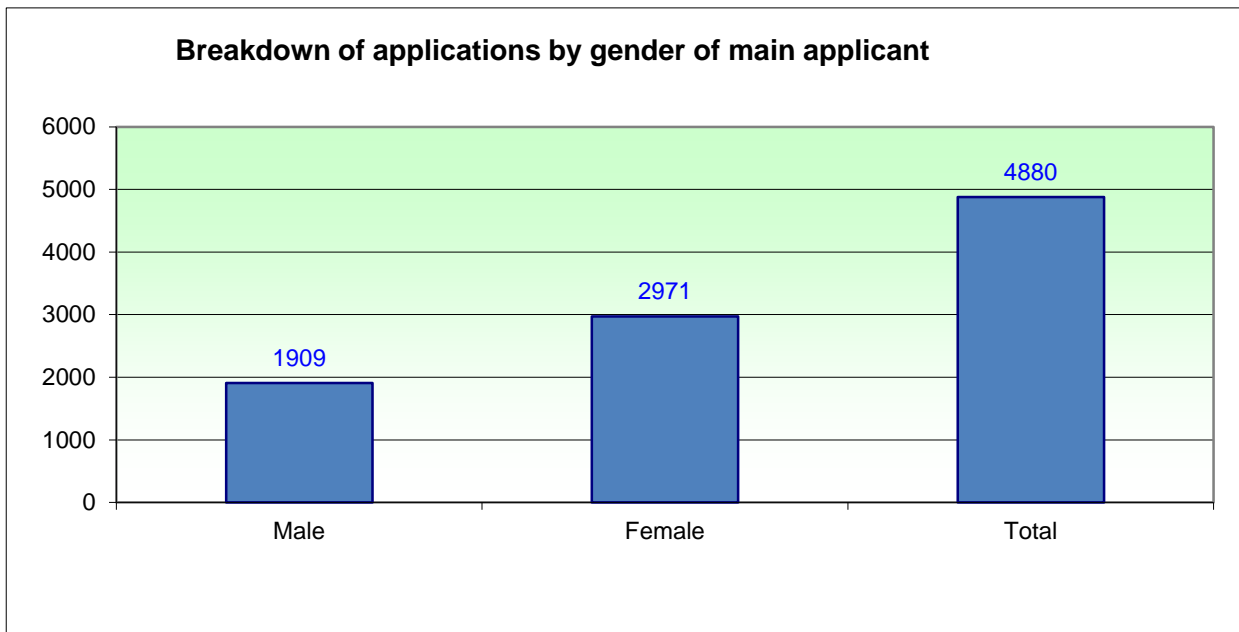
Target 90%	Number audited	Number passed	Number failed	% passed	% failed
<b>Total</b>	<b>299</b>	<b>287</b>	<b>12</b>	<b>96%</b>	<b>4%</b>

### Section 3 Equalities Information

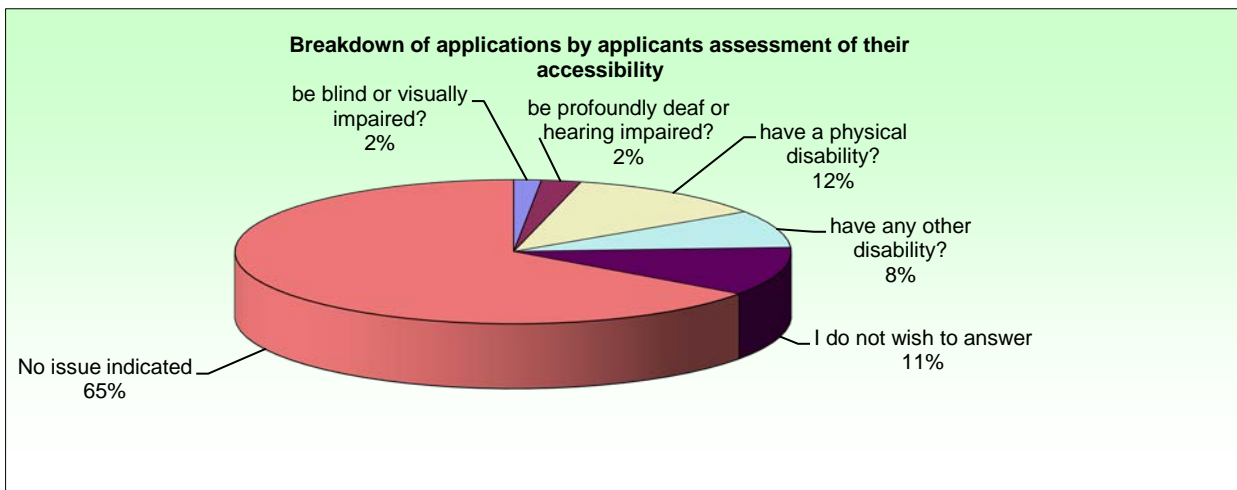
3A



3B

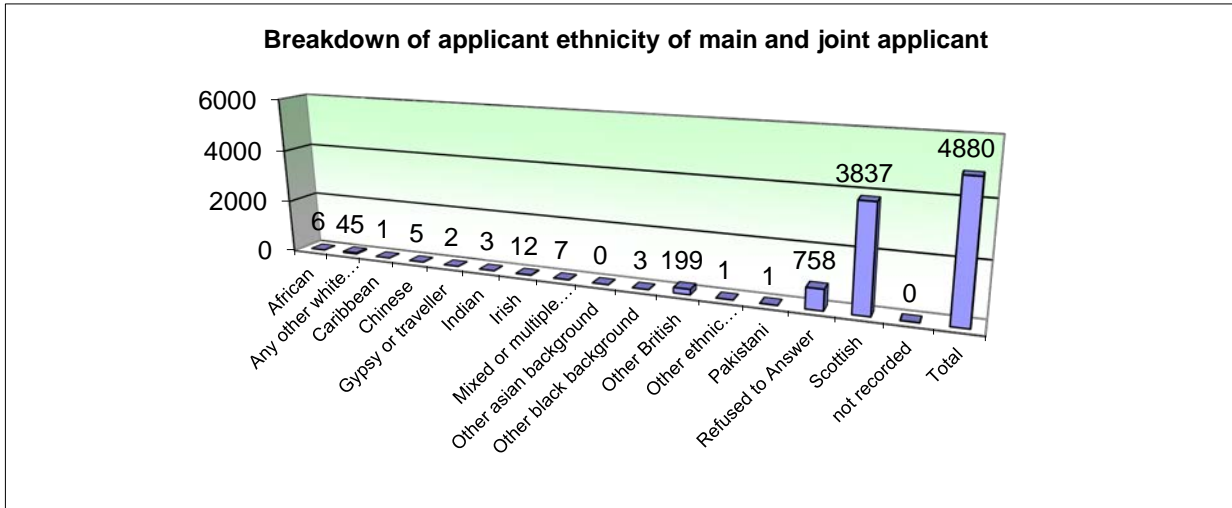


3C





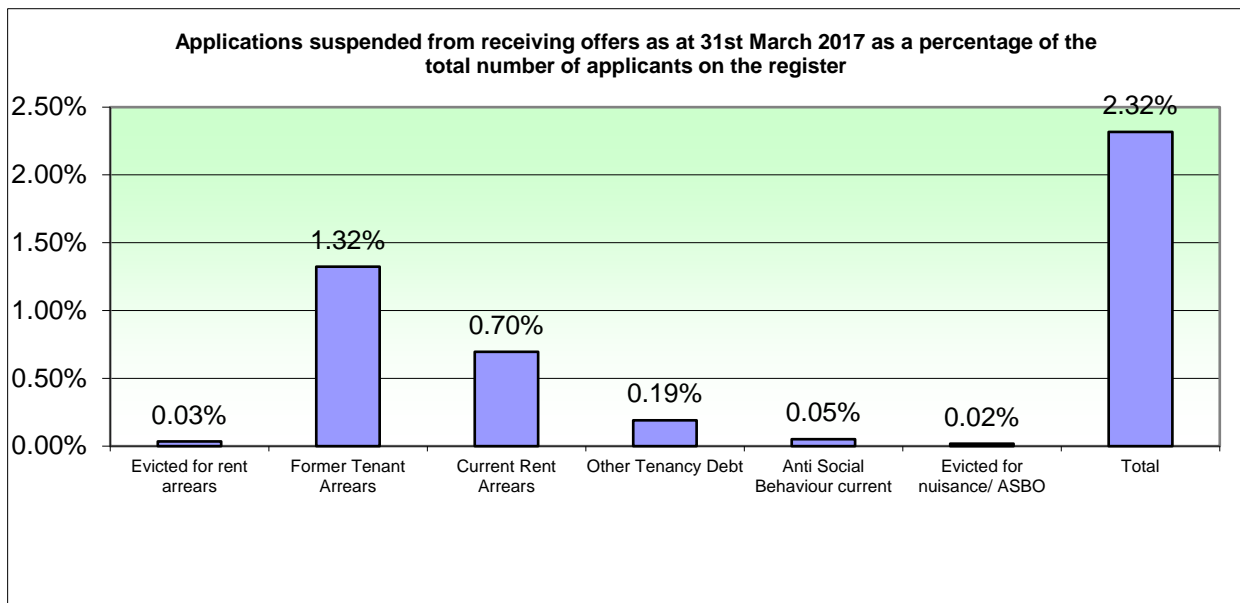
3D



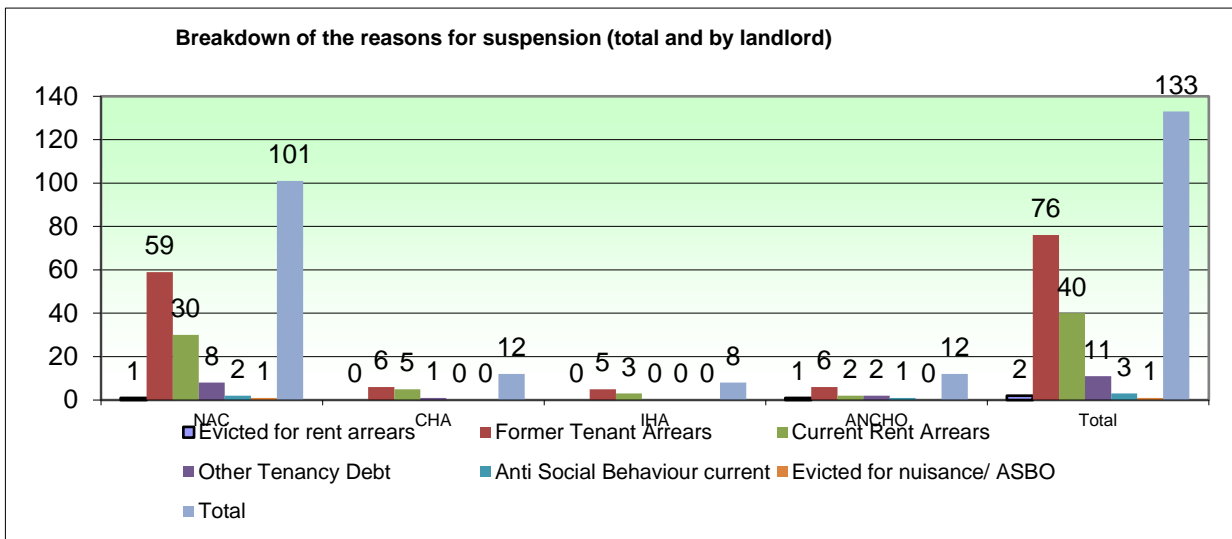
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## Section 4 Suspension of Applications

4A



4B



4C The average length of suspension this year was 148 days.

4D Number of appeals against suspension

Landlord	Appeals Upheld	Appeals Rejected	Total
Total	3	4	7

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### Section 5 Applicant Satisfaction

- 5A, 5B All appeals were held in the 10 working days target, the average time to hear an appeal was 4 days  
There have been 2 appeals against application assessment
- 5C Applicant survey happens every 3 years, not one in 2016/17. The next one is scheduled for 2017/18

### Section 6 Offers

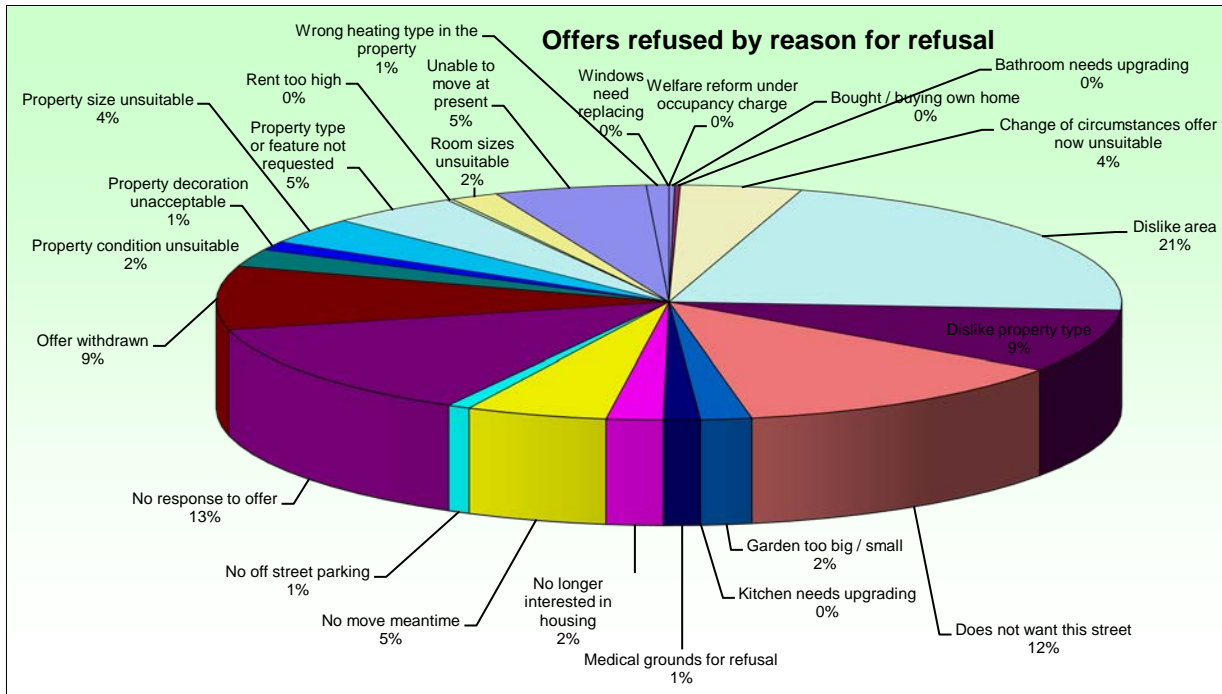
6A, 6B,  
6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
<b>Group 1</b> <i>Homeless</i>	360	109	469	1.3
<b>Group 2</b> <i>Strategic housing needs</i>	42	15	57	1.4
<b>Group 3</b> <i>Overcrowding</i>	330	282	612	1.9
<b>Group 4</b> <i>Unsatisfactory housing</i>	226	299	525	2.3
<b>Group 5</b> <i>Transfers</i>	65	115	180	2.8
<b>Group 6</b> <i>General needs</i>	304	386	690	2.3
<b>Group 7</b> <i>Relocation needs</i>	10	27	37	3.7
<b>Total</b>	<b>1337</b>	<b>1233</b>	<b>2570</b>	<b>1.9</b>

6D

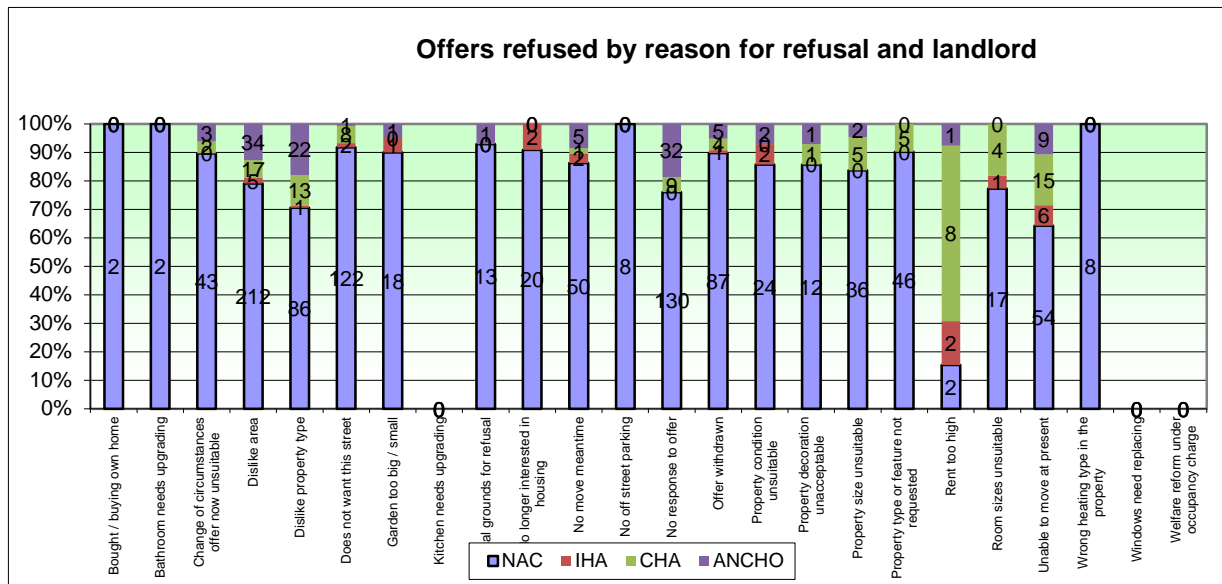
	Refusals	Lets	Total offers	Average no offers
<b>ANCHO</b>	119	61	180	3.0
<b>CHA</b>	97	205	302	1.5
<b>IHA</b>	25	81	106	1.3
<b>NAC</b>	992	990	1982	2.0
<b>Non core landlords</b>	12	8	20	2.5
<b>Total</b>	<b>1233</b>	<b>1345</b>	<b>2578</b>	<b>1.9</b>

6E



The reasons for refusals can be grouped into more general reasons:  
 32.7% because the applicant dislikes area or street  
 40.3% because the applicant is no longer interested in housing, no response or no move meantime  
 27% because of features/things to do with the property itself  
 0% because of Welfare reform issues

6E



6F

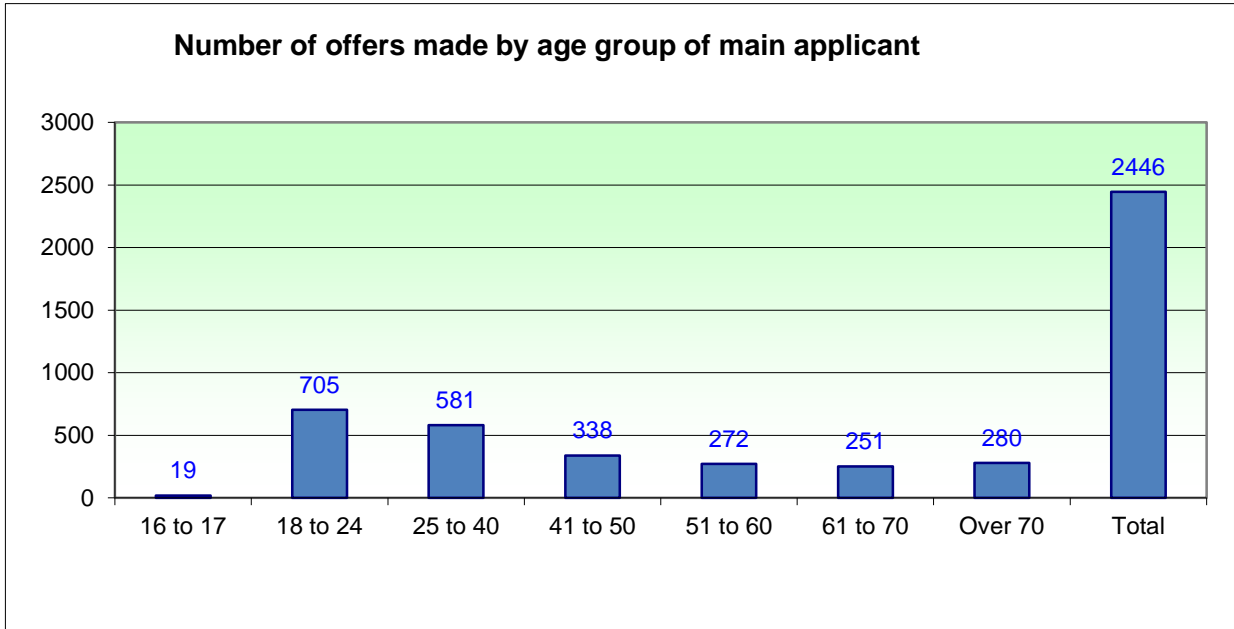
Appeals against offers to group 1 (Homeless)

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	20	32	52
CHA	0	0	0
IHA	0	0	0
ANCHO	0	0	0
<b>Total</b>	<b>20</b>	<b>32</b>	<b>52</b>

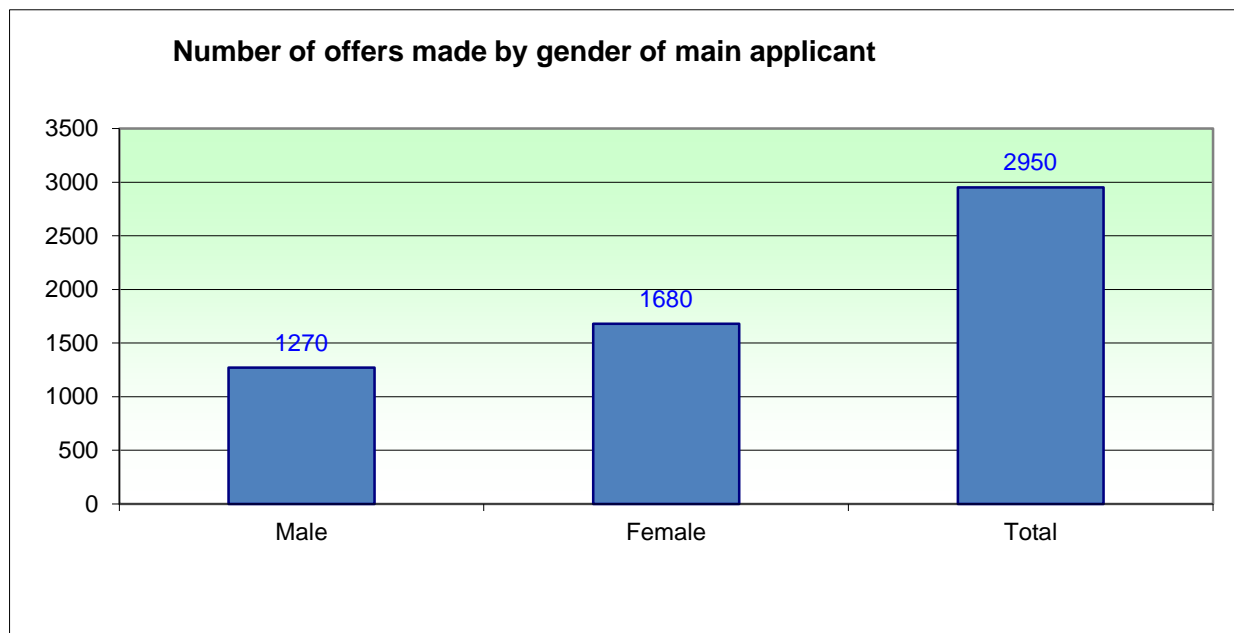
6G

38% of appeals were upheld and  
 62% of appeals were rejected  
 No of offers to Group 1: 469  
 % of offers to Group 1 appealed: 11%

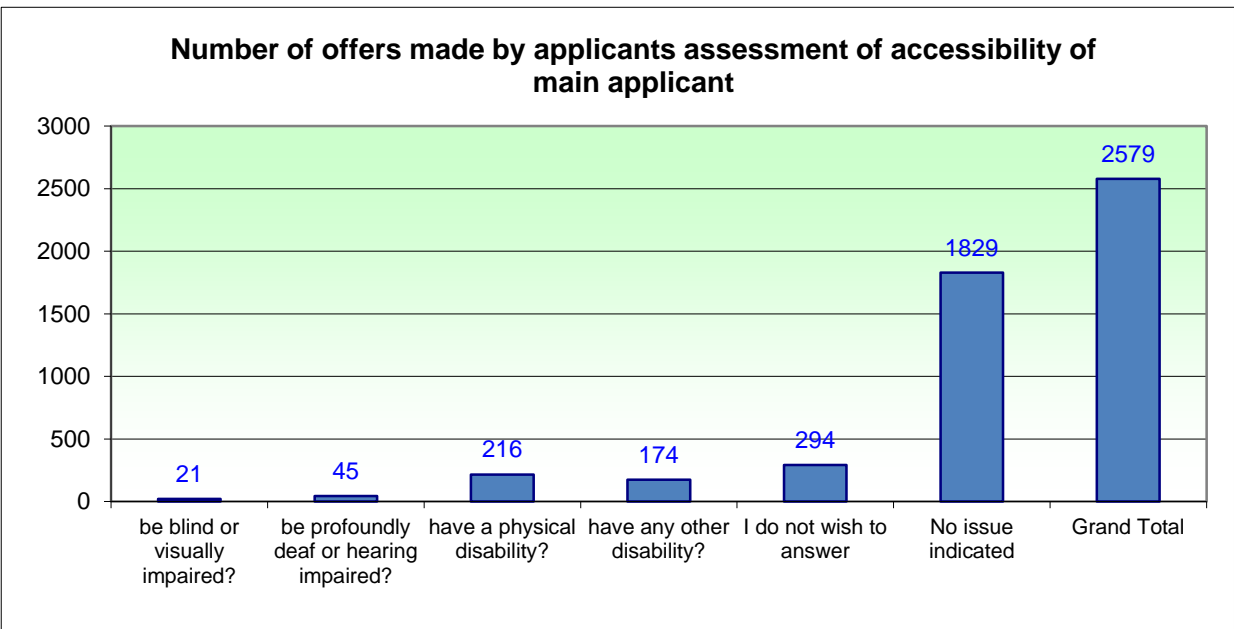
6H

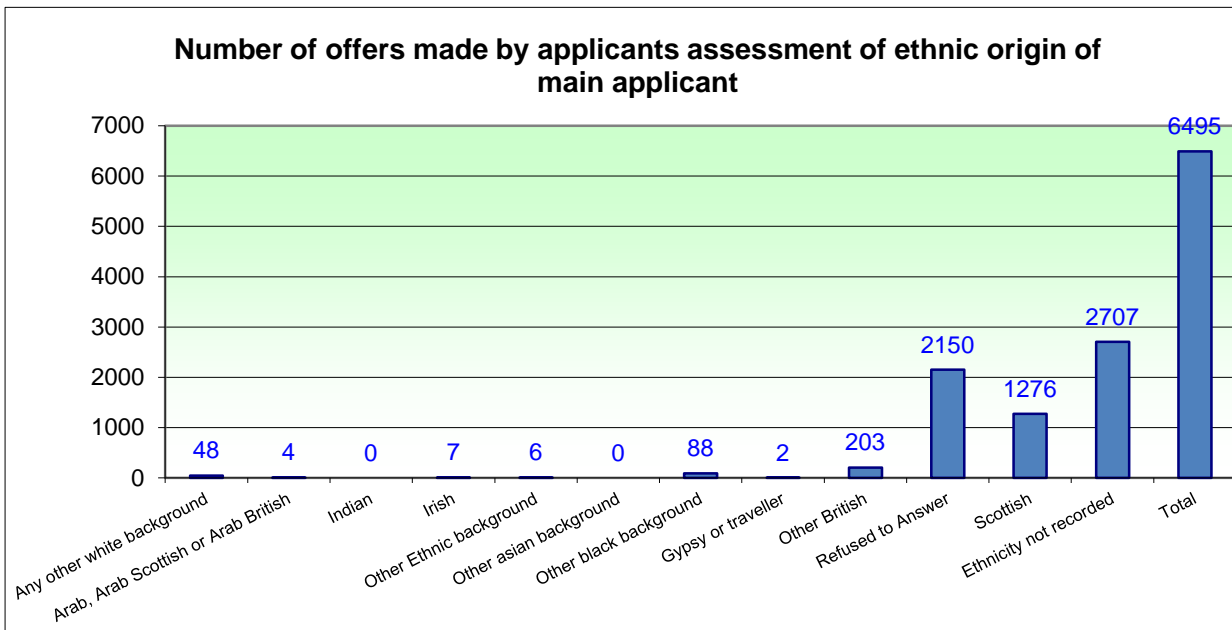


6H



6I

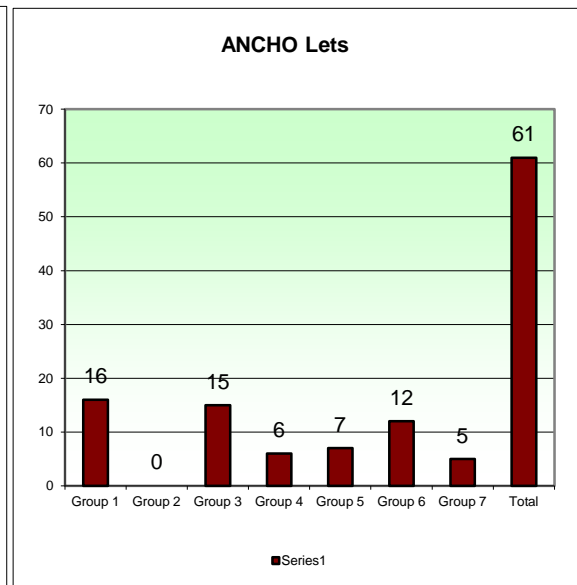
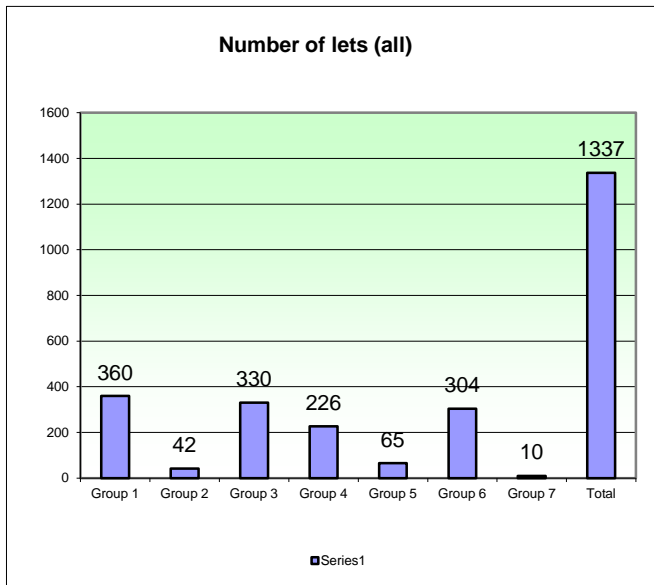




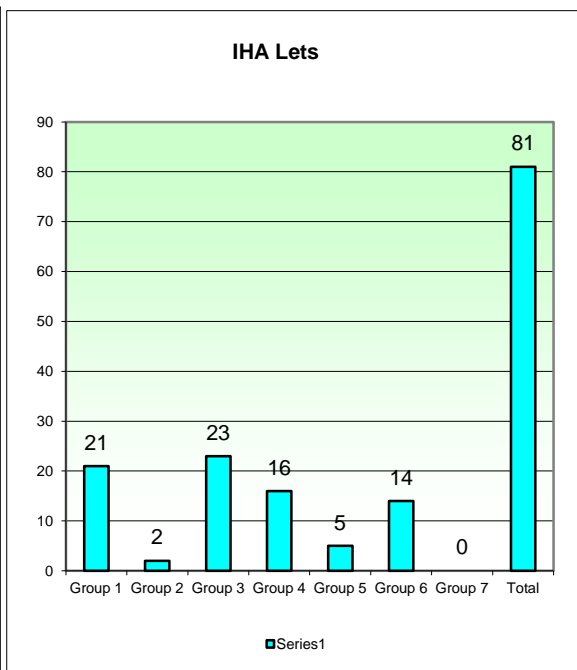
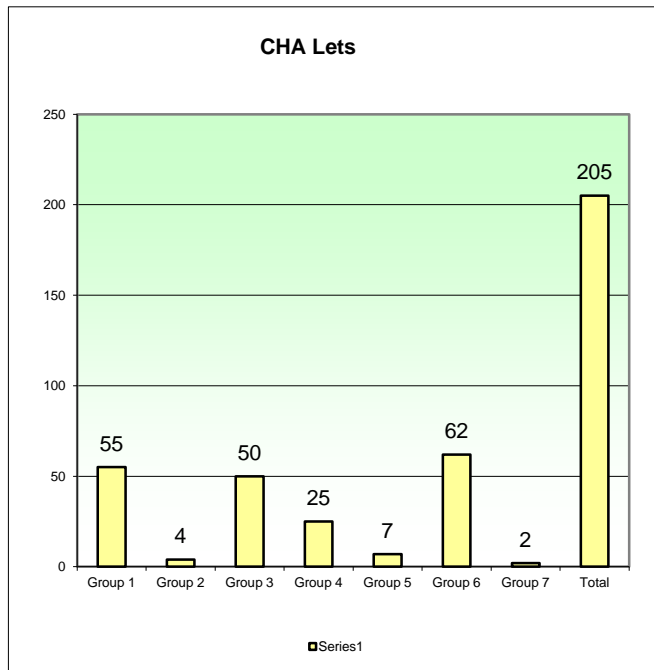
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## Section 7 Lets

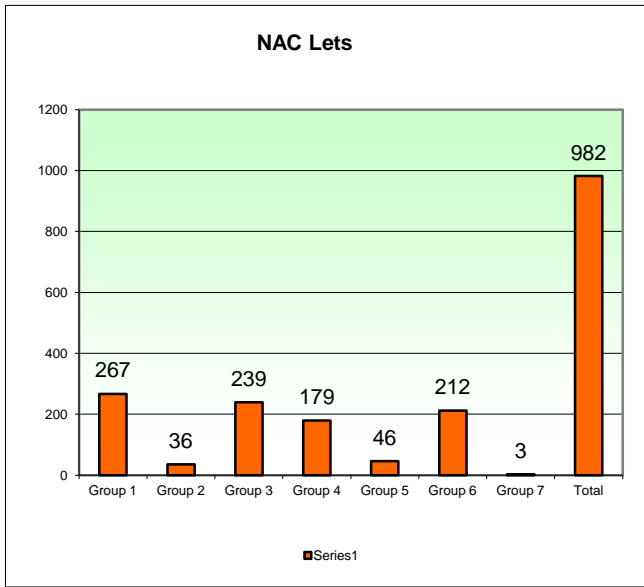
7A,7B



7B



7B

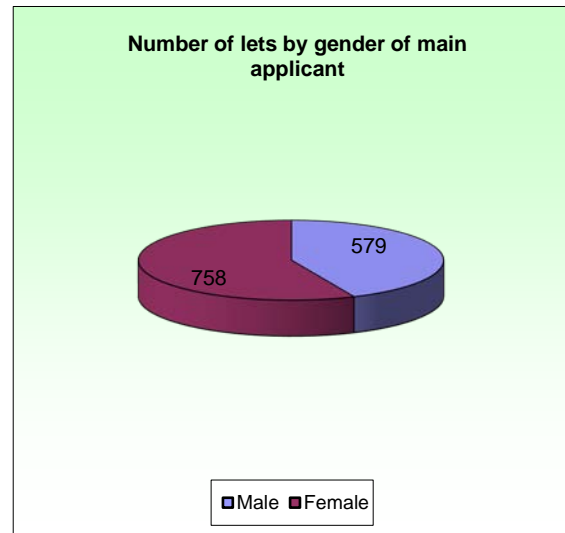
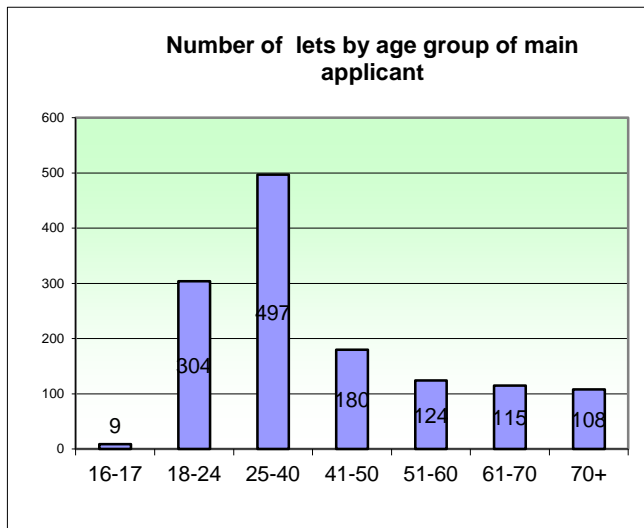


Target for lets to homeless applicants (Group 1) **25%**

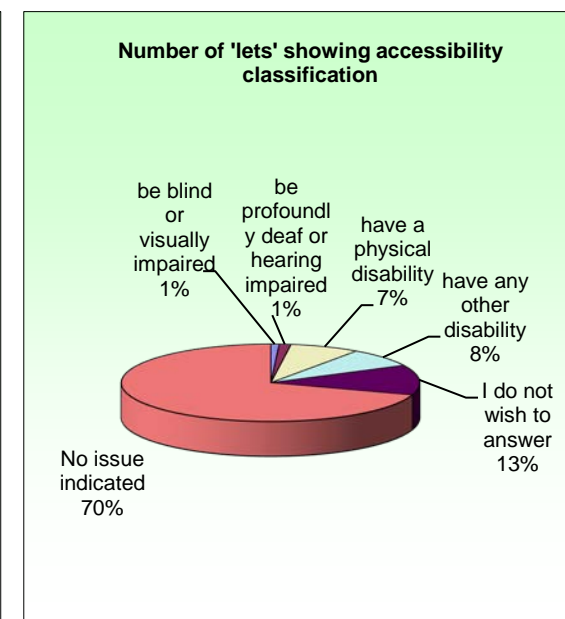
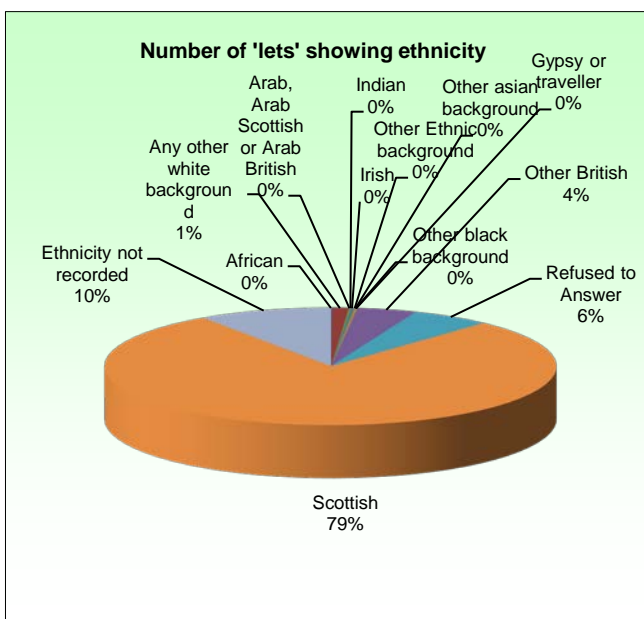
Actual % lets to Group 1 by landlord

ANCHO	26.2%
CHA	26.8%
IHA	25.9%
NAC	27.2%
Total	27.0%

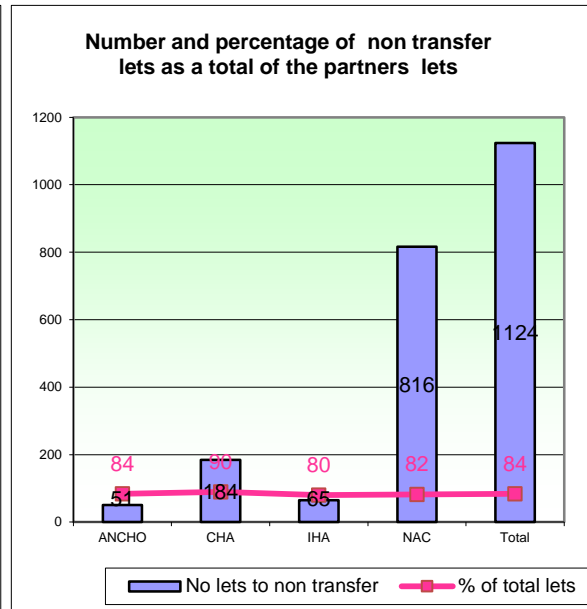
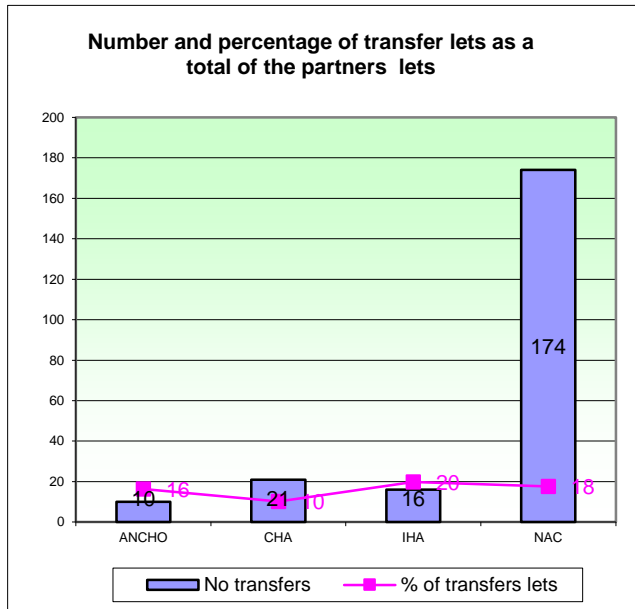
7C



7D



7E, 7F



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**Section 8 Nominations to Non-core RSLs**

8A, 8C

	<i>Nominations requested</i>	<i>Refusals</i>	<i>Lets</i>
<b>Beild HA</b>	0	0	0
<b>Hanover HA</b>	1	1	0
<b>Horizion HA</b>	6	4	2
<b>Isle of Arran Homes</b>	3	0	3
<b>Key HA</b>	0	0	0
<b>Margaret Blackwood HA</b>	2	1	1
<b>West of Scotland HA</b>	8	6	2
<b>Total</b>	20	12	8

8B All nomination requests were provided within 5 days

8D There was 1 successful section 5 referrals to a non-core partner

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**Section 9 Length of Time to be Housed**

9A

	<i>Average no of days to be housed</i>	<i>Average no of months to be housed</i>
<b>Group 1</b>	154	5.1
<b>Group 2</b>	327	10.9
<b>Group 3</b>	367	12.2
<b>Group 4</b>	742	24.7
<b>Group 5</b>	546	18.2
<b>Group 6</b>	348	11.6
<b>Group 7</b>	442	14.7
<b>Overall</b>	377	12.6

**Section 10 Mutual Exchanges**

The NAHR website has 922 Mutual exchange applications being advertised  
 Became active during the year : 566  
 87 Exchanges (adverts) were approved  
 21 Exchanges (adverts) were rejected  
 100 Exchange requests are from people who live outwith North Ayrshire

## **Section 11 Housing Options**

We have an electronic housing option wizard, this launched in February 2014.

We have 1340 completed housing option action plans for this year





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